Nikolina Mladenovska

Electrical Engineer (BSc, Automation & Robotics) – Quality & Process Optimization

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# Profile

Graduated Electrical Engineer with a degree in Automation and Robotics and hands-on experience in the automotive and manufacturing industry. Currently working as a Customer Complaint Management Engineer, with strong knowledge in quality assurance, PSA, 8D reporting, FMEA, and KPI monitoring. Adept at solving complex problems, managing cross-functional teams, and ensuring product compliance. In addition to engineering work, I am experienced in tutoring high school students in math and physics, demonstrating excellent communication and mentorship skills. Fluent in English, highly organized, and motivated by continuous learning and improvement. Adaptable, team-oriented, and effective under pressure.

# Work Experience

**Marquardt Macedonia – Customer Complaint Management Engineer (2022–Present)**

* Lead complaint investigations and root cause analysis using 8D and FMEA.
* Track and improve KPIs related to product quality and customer feedback.
* Perform part failure analysis and implement corrective actions.
* Collaborate with production and engineering teams to ensure product conformity.
* Reducing complaint response time, maintaining and improving customer score

**Freelance Private Tutor – Math & Physics (2020-Present)**

• Provided individual tutoring for high school and middle school students in mathematics and physics.

• Tailored lessons to student needs, improving academic performance and exam readiness.

• Developed custom practice materials and conducted regular progress assessments.

• Built strong communication and motivational skills working with diverse learners.

**HiTech – CAM Engineer Apprentice (Oct 2021–Jan 2022)**

* Assisted in computer-aided manufacturing processes and simulations.
* Implementation and modification of PCB design in program for manufacturing

**Amphenol – Intern Electrical Engineer (Summer 2019)**

* Supported hardware testing and quality inspections.
* Gained practical experience in circuit design and documentation.

# Education

Cyril and Methodius University – Skopje  
Computer System Engineering – Automation and Robotics (2017–2022)

Gymnasium Goce Delčev, Kumanovo – High School (2013–2017)

# Skills

Technical Skills:

* Programming: C, C++, Python, HTML, CSS
* Software: SAP, Agile, SPSS, MatLab, Mathematica, LabVIEW
* Tools: INCAMpro, VirtualBox, Genesis, GX-Works, MX OPC Configurator

Quality & Engineering:

* 8D Reporting, FMEA, KPI Management
* Root Cause Analysis, Process Flows, QA Testing, Problem Solving Analysis

# Languages

* Macedonian – Native
* English – Fluent
* German – Basic
* Chinese – Basic

# Projects & Leadership

* MMUN Chairperson (2017): Led a team of delegates, organized conferences, evaluated reports.
* Erasmus+ & University Projects: Participated in cross-border tech and cultural exchange programs.
* Preparing students for mathematics and physics competitions